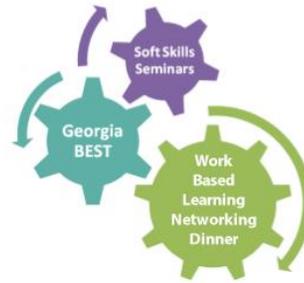


Soft Skills @ Work



GeorgiaBEST

Oral & Written Communications Skills

Communication Essay Options

Instructions: Write an essay on one topic from below.

1. People can use different methods of communicating the following expressions: "Hello!", "I like you", "I'm sad", "I'm happy", "I'm angry." Discuss how the same message can be sent in different ways and still be understood for EACH expression above.
2. Identify which communication skill with which you feel most competent. Discuss how you use these skills to accomplish tasks at school and at the jobsite? Which communication skills do you feel you need to improve?
3. Describe and explain five ways you communicate while at school or on the jobsite.
4. Track and discuss the different ways you use listening skills from the time you arise in the morning through the end of your school day.
5. Discuss how writing good business letters can give a favorable impression of a company and its employees.
6. Type a business letter responding to a complaint letter whose demand--getting money back for a discolored, shrunken sweater--cannot be fulfilled as requested. The reply letter should state that money cannot be returned "because of company policy" and add the following good news: "the sweater may be exchanged for another of the same price." Letter should be a minimum of 3 paragraphs
7. Discuss how reading skills lay the groundwork for learning other skills, both personally and on the job.
8. Discuss ways in which you use reading skills on the job and how these reading skills can benefit you and your employer and ensure safety in certain situations.
9. Listen to the speaking skills of all of workers you encounter while shopping or running errands. Describe instances of incorrect grammar and slang and determine how the workers' good speaking skills, or lack of them, affect the way customers react to them.
10. Discuss the advantages and disadvantages of using email for personal communication rather than using the telephone.